

FOR12 STUDENTS AGENT FEEDBACK FORM

Please complete this form **only if you have enrolled at Southern Cross Institute (SCEI) through an Authorised**

Education Agent of Southern Cross Education Institute

PART A – STUDENT DETAILS	
Given names	
Surname	
Student ID Number	
Country	
Course Code and Name	
Agent name	

PART B – FEEDBACK			
The questions below are designed to give us sufficient feedback to ensure that Education Agents provide you the best possible service. Your truthful response is very much appreciated by SCEI.			
How would you rate your agent in the following?	Satisfactory	Not Satisfactory	Comment
1. How would you describe the quality of the service you have received from your agent?			
2. How would you describe the quality of information provided to you by your agent?			
3. Did you find that information provided by your education agent about the SCEI was accurate and useful?			

Did the agent	Satisfactory	Not Satisfactory	Comment
1. Provide you with International Student Fact Sheet relating to ESOS Framework?			
2. Return your phone calls/ emails within 48 hours?			
3. Provide you with the course information guide that contained information on: a. course entry requirement including English language proficiency, b. course content, c. duration, d. delivery mode and e. assessment methods course content and f. additional requirements			
4. Provide you with indicative fees payable to SCEI and the SCEI's refund policy?			
5. Provide you with information about living in Australia including indicative costs of living?			
6. Provide you with details with SCEI's campus(s) location, facilities & welfare support services?			
7. Provide you with information on SCEI's policies and procedures?			
8. Provide you with SCEI's policy on enrolment, deferment, suspension, or cancellation?			

9. . Provide you with SCEI's attendance & course progress policy			
10. Provide you with SCEI's terms and conditions prior to signing the application form and letter of offer?			
11. Provide you information on Visa requirements which must be satisfied by a person on Student Visa?			
12. Provide you with SCEI's internal and external complaints and appeals procedures?			
Any other feedback/ comment that you would like to share?			

PART C- PRIVACY AND CONFIDENTIALITY STATEMENT AND STUDENT DECLARATION	
Privacy & Confidentiality Statement	
Southern Cross Education Institute (SCEI) treats all information provided to SCEI in accordance with the Information Privacy Act 2000 (VIC) and SCEI's Privacy Policy. All feedback is dealt with confidentially and information that you provide on this form will only be used to assess and improve service delivery of SCEI's authorised Education Agents. When a matter raised is deemed to be of serious concern, it may be necessary for SCEI to release partial or full details of your feedback and information to third parties that may include the agent. In completing this form, you consent to the release of these details as provided in this form.	
Student Declaration	
I declare that the information provided in this form is true and correct. I consent to the partial or full release of information provided in this form, as and when the need arise.	
Student Name	
Student Signature	
Date	

PART D – OFFICE USE ONLY	
Action required	Yes <input type="checkbox"/> No <input type="checkbox"/>
Staff Name	
Date	
Action Details	
Brief information on proposed action to be taken:	